



Rental FAQs

For complete rental information, policies, and procedures, please see the Facility, Pavilions & Historic Sites Rental Guide available at the Roger Carter Community Center front desk or online at:

<https://www.howardcountymd.gov/LinkClick.aspx?fileticket=rHVYc3jZOR0%3d&portalid=0>

Rental request form:

<https://www.howardcountymd.gov/LinkClick.aspx?fileticket=qrXA8W767RI%3d&portalid=0>

How much is the security deposit?

<u>If the rental fee equals:</u>	<u>Then the security deposit fee is:</u>
\$0-\$99	\$50
\$100-\$299	\$100
\$300-\$1199	\$200
\$1200+	\$300

*Party packages are charged a security deposit using the same tier system

When/how will my security deposit be refunded?

If the rental spaces are left in satisfactory condition after your event (with no damages or extended use, and all rental policies were followed), Roger Carter Community Center staff will process your security deposit refund within two business days after the event, and will either email or mail you a receipt showing the amount refunded.

If you paid the security deposit by cash or check, you will receive a refund check from Howard County's Finance Office within two to four weeks. If you paid the security deposit by credit card, you will receive the security deposit amount credited back onto your card within two to three business days but can take up to two billing cycles for the refund to be posted to the credit card.

Why would the security deposit NOT be refunded?

Your security deposit will be refunded in full, provided there are no violations of the rental policies outlined on the Rental Agreement. Security deposits will be forfeited for extended use beyond the reservation end time, use of non-reserved rooms and/or equipment, and rooms/equipment being left in unacceptable condition upon completion of the event.

When is payment due?

A security deposit is due at the time of reservation. The remaining balance of the rental is due 30 days prior to your event. If you make a reservation within 30 days of the event date, the security deposit and full rental fee are both due at the time of the reservation.

What types of payment do you accept?

The Roger Carter Community Center staff accepts payment via credit card over the phone, or cash, check, and credit card at the front desk. We accept Visa, MasterCard, Discover, and American Express. Online payments are not accepted.

Do you offer any discounts? Can rental fees be negotiated?

All the rental fees are outlined in the Facility, Pavilions & Historic Sites Rental Guide. Various fee structures include:

- Nonprofit organization
- Non-Howard County resident
- Howard County resident

Fees are already discounted for nonprofit organizations and Howard County residents; other discounts are not available. Fees are consistent among equivalent Howard County Recreation & Parks facilities, and therefore cannot be negotiated. All nonprofit organizations must provide a 501c3, proving nonprofit status to gain the discounted rate.

What is your cancellation policy?

Cancellations must be submitted in writing to the Rental Coordinator 30 days prior to the event. Additional notice may be required for the cancellation of larger events, as determined by the Rental Coordinator. If the reservation is cancelled more than 30 days before the event, an administrative processing fee will be assessed equal to 20%. Cancellations requested less than 30 days to the event will forfeit the entire security deposit and rental fee.

Inclement Weather Policy

If the Roger Carter Community Center closes due to inclement weather (i.e. snow, ice), you will be completely refunded or we will make every effort to reschedule your event.

Do I get extra time before and after my event for set-up and clean-up?

If you require extra time before or after your event for set-up and clean-up, it will be included in your reservation at the regular hourly rental rate. Roger Carter Community Center staff will arrange the tables and chairs per your specifications before your reservation start time, and will break down the tables and chairs after your event. The room must be returned to the condition it was received.

How many tables and chairs are provided?

The Roger Carter Community Center has a limited number of tables and chairs to provide for renters. This is determined by the number of rentals and programs we are accommodating on a given day. We will strive to provide the following for the room specified:

Oella Multipurpose Room

- 10 round banquet tables (6' in diameter)
- 100 chairs (10 chairs per table) – OR – 115 chairs in rows (no tables)
- 6 rectangular tables (6' x 2.5')

Caplan Multipurpose Room

- 4 round banquet tables (5' in diameter)
- 2 round banquet tables (6' in diameter)
- 40 total chairs (6-8 chairs per table) – OR – 65 chairs in rows (no tables)
- 4 rectangular tables (6' x 2.5')

Rockwell Meeting Room

- 17 rectangular tables (5'x 1.5')
- 34 chairs (2 chairs per table)

What do I do on the day of the event?

When you arrive at Roger Carter Community Center on the day of your event, you will need to check in at the front desk. A front desk staff member will show you to your rental room(s) and fill out a check-in sheet that you will sign demonstrating that the facility is in acceptable condition for your event. Your guests will need to enter through the main entrance and the front desk staff will direct them to the appropriate room(s). After your event and after you have cleaned up, a front desk staff member will perform a walk-through of the room(s) with you, and have you sign a check-out sheet.

Do you have a kitchen to rent?

We offer a warming kitchen, which provides rentals access to an ice machine, a prep table, and a sink. If you are using a caterer we will need a copy of the license on file.

What type of audio and visual equipment do you rent?

The audio and visual package is \$40 per rental, per day. The audio equipment is limited to the Caplan and Oella rooms including an auxiliary cable, use of surround sound speakers and wireless hand held or lapel microphone. A portable 70x70 projection screen and portable LCD projector is available with a variety of cables to assist with input (images below of what is included).



Apple unique cables or inputs are not provided. If you wish to use an Apple Device the only cable we provide is a 3.5mm auxiliary input cable. We suggest that you bring your own connection cables and highly recommend the use of HDMI cables due to their simplicity. Renters are permitted to bring visual and audio equipment to use during rentals.

Included in your reservation:

- Caplan room includes a wall that serves as a projection wall and is a dry erase board
- Rockwell room contains chalk board
- Oella room includes 35 feet section of dry erase panels

What is included in the party packages?

General Party Package

This package is ideal for birthdays, dining events, showers or any other special occasions. Access the preschool playground for an additional fee. Prices include set up of tables and chairs, tableware and decorations; the package does not include cleanup.

- Party Package for all ages with a 2-hour reservation - \$225
- Preschool Playground for ages 5 years and under with a 1 hour reservation - \$40 Resident, \$50 Non-Resident

Premium Party Package

These packages are ideal for corporate events, birthdays and end of season team parties. The gym and climbing wall packages provide sports, games and activities led by a recreation leader during your party. All packages include a recreation leader, tableware, decorations, set up and clean up.

- Climbing Wall Package for ages 5 years and above with a 2.5-hour reservation - \$300 (limited to 20 guests)
- Pool Party Package for ages 3 years and above with a 2.5-hour reservation - \$300
- Gym Party Package for all ages with a 2-hour reservation - \$275

Can I have a moon bounce, inflatables, pony rides, or other amusements?

Roger Carter Community Center does not have any outdoor space to provide for amusements therefore amusements are limited to the aquatics facility and climbing wall.

Is alcohol permitted on the premises and/or do I need a liquor license?

Alcoholic beverages are permitted if they are kept in the room that you have rented (no alcohol is permitted outside the assigned rented room). For consumption of alcohol all individuals must comply with the laws mandated by the State of Maryland. Howard County Department of Recreation and Parks and Roger Carter Community Center are not liable for any accidents, injuries or deaths due to the consumption of alcohol.

Selling alcohol on Roger Carter Community Center property is prohibited. Nonprofit organizations are exempt from this rule. A liquor license is only required if alcohol will be sold to your guests. Please visit the listed website for additional details and to access necessary forms to gain a license:

<http://cc.howardcountymd.gov/Liquor-License>

Alcohol is never permitted in the aquatics facility. If there is any sign of intoxication while at the pool you and your guests will be asked to leave the center and the rental will be canceled; a refund will not be provided.